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COORDINATION QUESTIONS: INTERNATIONAL COOPERATION IN THE FIELD OF INFORMATICS

Report of the Secretary-General

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INTRODUCTION

1. The present report summarizes actions taken by the United Nations Secretariat to implement Economic and Social Council resolution 1995/61, and has been prepared in response to paragraph 6 of that resolution, in which the Council requested the Secretary-General to report to it at its substantive session of 1996 on action taken to follow up the resolution, including the findings of the ad hoc open-ended working group. The primary focus of the resolution is the expanding needs of delegations and Member States to obtain data that the United Nations and its specialized agencies have or plan to have in a format that can be accessed electronically by Member States.

I. AD HOC OPEN-ENDED WORKING GROUP ON THE NEED TO HARMONIZE AND IMPROVE UNITED NATIONS INFORMATION SYSTEMS FOR OPTIMAL UTILIZATION AND ACCESSIBILITY BY ALL STATES

2. As stipulated in the resolution, the Ad Hoc Open-ended Working Group on the Need to Harmonize and Improve United Nations Information Systems for Optimal Utilization and Accessibility by all States was convened to address the issue of how Member States could be provided with unhindered access to United Nations data. During the meetings of the Working Group, it was evident that the challenge of providing electronic access to Member States to United Nations information has not been fully met, despite concern in this area. To date, the United Nations system had no clear mechanism for connecting permanent and observer missions to the many information services that were available. When a connection was made, there was no single straightforward way to get at the information in the databases maintained by the United Nations and its specialized agencies. Access to information systems was not user-friendly and led to frustration on the part of users in the missions.

3. Generally, the problems experienced were related to (a) the fact that there was no comprehensive policy for the Organization in this area, and (b) budgetary constraints. As a result, new technologies that were being introduced by the computer industry were not adopted rapidly by the United Nations. The corresponding benefits could not, therefore, be fully realized by Member States.

4. However, the Secretariat and the United Nations Development Programme (UNDP) have taken steps to start addressing the concerns of Member States. In particular, they have begun to take full advantage of the capabilities of the Internet. The emergence of Internet-based services has changed the way that large amounts of data are accessed, and has for the first time allowed the United Nations to house data and documents in a uniform format and still make such information available on many different computers worldwide. A user who establishes a link to a single computer in a given network can, without reconnecting, access data on any of thousands of computers connected to that network.

5. The Working Group noted that progress has been made by the United Nations and UNDP in providing data via the Internet. The Working Group was unanimous in its position that future development of information services to Member States be

focused using Internet technology. This is consistent with the policy established by the Information Systems Coordinating Committee (ISCC) of the Administrative Committee on Coordination, which has recommended that the United Nations and its specialized agencies use the Internet for information exchange and dissemination.

6. At its meetings, the Working Group focused upon a number of issues that need to be addressed by the Secretariat, including:

(a) The need to connect the permanent and observer missions directly to the sources of United Nations information via low-cost telecommunications links, and to have mechanisms that would allow them to post information electronically;

(b) The need for all Member States to have electronic connectivity, in particular via the Internet, in their capitals, specifically in States that do not currently have this service;

(c) The need for Member States to have access to a wider range of United Nations information on economic and social issues, development, political issues and other substantive programme areas, and to have all official documents available via the Internet;

(d) The need for Member States to have efficient electronic mail links with the United Nations, its specialized agencies and with each other;

(e) The need for specialized training for the staff of missions to enable them to take advantage of the facilities being developed for Member States, in particular electronic mail and Internet Web pages;

(f) The need to be advised of any other modalities whereby access can be made available to Member States to specialized databases not reachable from the Internet and to data on CD-Rom media;

(g) The need to be advised of new electronic technologies being implemented by the United Nations and specialized agencies that could also be advantageous for Member States, particularly video conferencing.

7. The Working Group further noted that a focal point in the Secretariat should coordinate the provision of information services to Member States. In turn, it was agreed that the permanent and observer missions need to have a competent, designated contact within each mission. The Secretariat has begun and will continue to maintain a list of contacts in the missions who will be responsible for liaison with the Secretariat on questions regarding electronic access to United Nations information.

II. ACTIONS TAKEN BY THE SECRETARIAT AND UNDP IN RESPONSE TO CONCERNS RAISED IN THE WORKING GROUP

8. To respond immediately to the concerns expressed by the Working Group, a focal point - the Director of Information Technology within the Office of Conference and Support Services of the Secretariat was appointed to address

issues related to the provision of information in electronic format to Member States. The Secretariat also established a dedicated help desk for permanent and observer missions to handle any technical problems that might be encountered in using database services provided by the United Nations. The United Nations focal point has been responsible for initial steps in collating the needs of the permanent and observer missions for United Nations information and coordinating actions to ensure that missions can easily connect to electronic sources of data.

9. In addition to the above-mentioned actions, which were taken directly by the United Nations Secretariat, UNDP has, as suggested by the Working Group, embarked upon an accelerated programme to provide Internet connectivity to all permanent and observer missions in New York that have requested this service. It should be noted that similar arrangements are being provided by the International Telecommunication Union (ITU) for permanent and observer missions that are located in Geneva. The major activities that have been undertaken by the United Nations Secretariat and UNDP to address the concerns and needs of Member States are described below.

A. Facilitating information access and dissemination to missions in New York

10. UNDP has been the focal point in assisting permanent and observer missions in New York in establishing telephone dial connections to the Internet and to its e-mail system. The assistance comprises advice, consulting, installation, and on-site training and induction to missions on computer equipment and the appropriate Internet access software to acquire telephone lines and modems, and their installation and operations. As of the beginning of June 1996, access by 93 missions to the UNDP Internet host has been established, as listed in annex III to the present report.

11. The UNDP Internet host also provides a place for an increasing number of permanent and observer missions in New York to publish information. Currently, the permanent missions of the Czech Republic, Denmark, Germany, Hungary, India, Italy, Ukraine and the United States of America have Web pages. Other permanent missions, such as those of Brazil and Norway, have Web pages under construction to be posted on this host.

12. On the occasion of the World Summit for Social Development and the Fourth World Conference on Women, UNDP provided assistance to the Summit secretariat by establishing information dissemination facilities in the conference centre so that government and other participants' statements were published on the UNDP Internet node as they became available. Thirty permanent and observer missions in New York availed themselves of the service offered by UNDP to access statements, at no cost to them, from their governmental representatives, the Secretary-General, the UNDP Administrator and other participants.

B. Facilitating information access and dissemination in country locations

13. In support of the resident coordinator system of the United Nations, UNDP works closely with the United Nations information centres and the United Nations organizations and agencies on information dissemination at the country level. The major thrust of UNDP country information access is in sub-Saharan Africa, and Eastern Europe and the Commonwealth of Independent States. Partnerships and cost-sharing arrangements to promote information access and extend the Internet to country locations are made with donor and United Nations organizations, such as ITU, the United Nations Educational, Scientific and Cultural Organization (UNESCO), the World Bank, the United States Agency for International Development, the Canadian International Development Agency, the United States National Aeronautics and Space Agency, the United States State Department, and the Carnegie Foundation, as well as non-governmental organizations and the private sector.

14. Over the last three years, UNDP has focused on promoting sustainable human development by creating and supporting a global initiative, the Sustainable Development Networking Programme (SDNP). A direct result of the United Nations Conference on Environment and Development (UNCED), SDNP has already linked government organizations, the private sector, universities, non-governmental organizations and individuals in 24 developing countries through on-line electronic and other networking vehicles to worldwide information sources for the purpose of disseminating critical information on sustainable development. Successful SDNP cases include 180 organizations and tens of thousands of users in Bolivia using information employing communications media, such as radio and weekly dispatch of cassettes to electronic networks; and Pakistan, where SDNP handles 2,500 nodes catering to nearly 5,000 users country wide through its offices in four cities.

15. SDNP has funding of $3.3 million for an 18-month period; its status as of June 1996 is as follows:

(a) Twenty-four operational sites in the following countries or areas: Angola, Bolivia, Chad, China, Costa Rica, Estonia, Honduras, Indonesia, Republic of Korea, Latvia, Lebanon, Lithuania, Mexico, Morocco, Mozambique, Nicaragua, Pakistan, Palestine, Philippines, Poland, Hungary, Fiji, Tunisia and Ukraine;

(b) Seven approved sites scheduled for operations in Cameroon, Colombia, El Salvador, Guatemala, India, Malawi and Panama.

16. The Economic Commission for Africa, in conjunction with the Canadian International Development Research Centre, organized the Africa Regional Symposium on Telematics for Development, held in Addis Ababa in April 1995 to promote the use of networks and the Internet in Africa. Following on from the Symposium, the Africa Networking Initiative was formed in partnership with ITU, UNESCO and other organizations.

17. Specifically in support of the United Nations system-wide initiative on Africa, UNDP has a $0.53 million regional project in Africa to promote the use of the Internet. The 1996 Africa Communications Meeting, held in Virginia,

United States of America, in May 1996, was attended by a number of national post, telephone and telegraph ministers and senior officials; it was partly sponsored by UNDP. Seminars on Internet policy, issues and applications have been requested by Governments and country offices in Guinea-Bissau, Mauritius, Zambia, Mozambique and Gabon. UNDP country offices in Ghana, Benin, Zambia and Mauritius are now connected to the Internet as a means to facilitate information exchange and enhance as well as disseminate local programme and project activities.

18. In Eastern Europe and the Commonwealth of Independent States, the Internet connections of UNDP country offices in Albania, Estonia, Latvia, Ukraine and the Republic of Moldova are facilitated in cooperation with key government ministries, such as those of environment, health and education, the private sector, academia and non-governmental organizations. The networking arrangements in Ukraine and Albania called FreeNet, which use the connection to the Internet, have had a profound impact on country access to information on democracy, governance and participatory development. UNDP country programmes, strategy notes and other programme information are made available on these country office Web pages.

19. In Latin America and the Caribbean, the UNDP country offices in the Dominican Republic, Brazil, and Peru have Web pages on programme and project activities. Notable achievements in the Arab States and Asia and the Pacific have been the dissemination of programme and project activities financed by UNDP in Egypt, Malaysia, Mongolia and Viet Nam.

C. Electronic dissemination of United Nations information via the United Nations Internet Web server and other related Web facilities

20. Information dissemination is provided by the United Nations and its specialized agencies over the Internet in various ways. The first uses what is termed a Gopher server, which houses textual data on individual computers and has a very basic indexing scheme. The second uses a World Wide Web server, which houses textual data but can also provide graphical and even audio data if the computer accessing the information can process it. The Web format can also provide complex linkages between different computers by use of a referral mechanism. The United Nations has opted to develop most of its information services for the Web format rather than utilize the somewhat obsolete Gopher format.

21. The United Nations and almost all of the specialized agencies now have Web-based or Gopher-based information services operating on the Internet. Under the auspices of ISCC, a special task force has completed work on an official WEB site locator for the United Nations system of organizations, which provides linkages to many United Nations system Web pages.

22. The United Nations is actively expanding the amount of information on its Web server in New York. Additional information materials have been added to the Web site, including press releases and summaries, and other features that make the site more attractive and user-friendly. The United Nations home page was

revised in late 1995, new icons and hyperlinks were added, and a structure for presentation of the information was devised. Basic information on the United Nations was either added or updated or both, and a search facility now promotes user access.

23. In cooperation with the Office of Conference and Support Services and the Department of Policy Coordination and Sustainable Development of the Secretariat, the Department of Public Information of the Secretariat has initiated an interdepartmental group to expand the Web service to include information prepared by all substantive departments. One of the first substantive departments to participate in placing information on the Web server was the Department for Policy Coordination and Sustainable Development, which has used the Internet to disseminate information about economic and social issues, including sustainable development, the advancement of women, global climate issues and desertification.

24. Other United Nations entities have also placed selected information on the United Nations Web server or are planning to do so. The Department of Economic and Social Information and Policy Analysis of the Secretariat has made available data from the Population Information Network and the Monthly Bulletin of Statistics. The United Nations Drug Control Programme has also established a Web site that contains considerable information about its activities and programmes.

25. The present structure of the United Nations Web server is based on a series of Web pages, each of which has its own subject or orientation. The top or home page consists of pointers to second-level pages or icons, which in turn allow users to obtain specific data or documents. The links allow the user to access the area of most interest with a click of the mouse without going through several layers or pages of information.

26. One of the pages, for example, contains a listing of all United Nations departments and offices away from Headquarters, which serves as an index (or pointer) to more detailed information that these departments and offices may have available on their own pages. In addition to access by department, another page, entitled "Global issues", provides a gateway to the work of the United Nations in its substantive areas, such as international peace and security, economic and social development, international law and human rights, and humanitarian assistance. Each of these areas has a general introduction and is being equipped with hypertext links to access information posted by departments or offices.

27. Many offices located in Vienna have taken advantage of the potentials of the Internet to disseminate information of interest, among others, to Member States as well as information provided by Member States themselves. All this information can be accessed through the UNOV World Wide server. Most of the information ayailable is of highly specialized nature and results from treaty and other intergovernmental activities these offices serve and is mostly of interest to public officials in Member States.

28. The Office of Outer Space Affairs (OOSA) has made available, among others, the history and text of the five international treaties and four principles

elaborated by the United Nations that form the cornerstone of international space law together with reports of the Committee on the Peaceful Uses of Outer Space. It also gathers and disseminates reports on space activities of Member States on the basis of information furnished to the United Nations. The Office is planning to expand its home page to include information on all space objects launched into outer space provided by Member States to the United Nations under the Convention on Registration of Objects Launched into Outer Space.

29. The Crime Prevention and Criminal Justice Division (CPCJD) provides information via the United Nations Crime and Justice Information Network, (UNCJIN), comprised of a World Wide Web database facility and of a discussion forum of some 800 practitioners worldwide associated with its activities.

30. The UNCJIN comprises, among others, United Nations Standards and Norms such as the Resolution on Measures against International Terrorism, documents on the Eighth and Ninth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, UNCJIN newsletter and other publications, the World Crime Surveys from 1970 to 1990 and criminal justice country profiles.

31. Equally available on the UNOV server are documents of the United Nations Commission on the International Trade Law Branch (UNCITRAL) such as the Thesaurus and Index of the United Nations Convention on Contracts for the International Sale of Goods, and the UNCITRAL Arbitration and Conciliation Rules.

32. The United Nations pages have been designed to allow for expansion to include most if not all of the areas of interest relating to the United Nations. The Department of Public Information is currently coordinating an interdepartmental initiative to redesign the United Nations home page to make further improvements in posting information and documentation in a structured and organized manner. While the substantive redesign is nearly complete, the migration of the underlying data will, it is hoped, be finished by end-August, so that the revised home page will be operational before the start of the fifty-first session of the General Assembly. In addition, an interdepartmental group has been meeting to consider Internet issues and the implications of this electronic medium for the Organization, including copyright and related legal issues.

33. With the rapid development of the United Nations home page and the expansion of information both at Headquarters and abroad, the need for guidelines to standardize presentation and formats has become apparent. Accordingly, guidelines for the presentation of information on the Internet have been elaborated by the Dag Hammarskjöld Library and widely circulated. Similarly, under the auspices of the Working Committee of the United Nations Publications Board, guidelines on electronic publishing have been drawn up and will be issued shortly as an Administrative Instruction, pending approval by the Publications Board.

34. The Internet represents a fundamental change in the technology of information. Distribution of information through available electronic channels has assumed a more central role in the Organization, but it must be recognized that there are a number of issues that remain unresolved, one of which is the

provision of information in additional languages. Efforts are currently being made to address this issue. It should be noted that this new technology will also require capital investments as well as a major training effort to upgrade the skills of staff in its utilization. These issues will be submitted for the consideration of Member States in the proposed programme budget for the biennium 1998-1999.

D. The optical disk system

35. One of the most prominent United Nations information services available to permanent and observer missions has been the optical disk system, which was begun in 1988 in Geneva and extended to New York in 1992. The system contains all United Nations documents produced in Geneva and New York since 1993 (the forty-eighth session of the General Assembly) in all six official languages. It also contains all resolutions and decisions of the four main legislative organs of the United Nations. Access to the system is presently available to permanent and observer missions only via digital telephone dial-up lines using the Integrated Service Digital Network (ISDN) technology. The system can be accessed by Member States anywhere in the world that ISDN telephone service exists.

36. Because of the greater reach of the Internet, there has been considerable interest in accessing the optical disk system via the Internet. The Secretariat is presently implementing a link that will connect the system with the United Nations Web server. When completed at the end of 1996, all documents on the system will be available to Member States on the Internet. In order to ensure that Member States have unimpeded Internet access to documents on the system, connections will be limited initially to permanent and observer missions. Progressively, service will be extended to governmental offices in capitals. Eventually, if enough excess capacity is available, in later phases of the project service may be extended to other users (research institutions, non-governmental organizations and other public organizations) and the public at large.

E. Provision of electronic mail to permanent and observer missions

37. The remote use of the United Nations electronic mail network by permanent and observer missions has been expanded during the last year. This service allows missions to communicate with United Nations and UNDP offices worldwide. Any mission can, upon application, be given a mailbox and can communicate with any individual listed in the United Nations directory. The facility also allows missions to send mail to and receive mail from any individual who has an Internet address. The global electronic mail network is used to send messages, documents and files to known addresses or mailing lists, and to receive similar material from senders on the network.

38. The UNDP mail network has also been made available to permanent and observer missions, and provides additional capabilities for electronic mail interchange with UNDP staff and field offices. The United Nations is looking at

technical solutions that would allow users who access either system to have available the directories of both systems.

F. Specialized Internet training given to the staff of missions

39. In order for Member States to utilize Internet services for their own dissemination of information, the Working Group requested that the United Nations Secretariat provide a training course for permanent and observer missions on use of the Internet, with an emphasis on HyperText Markup Language (the coding language for World Wide Web documents). The training programme consisted of three related Internet courses given over a two-day period (25 and 26 June 1996). The trained mission staff are expected to be capable of using standard Internet programs for Internet access and also be able to create World Wide Web pages for their respective missions, and should be able to train the other mission staff in the use of these Internet facilities. Additional training in this area is being considered by the Secretariat, based on the considerable demand.

40. In addition to the training programme described above, the Dag Hammarskjöld Library offers CyberSeek training to delegates and staff of permanent and observer missions. This training, done in a one-hour session, focuses upon retrieving and downloading relevant information from the Internet, with particular reference to sources important to international organizations. The Dag Hammarskjöld Library also offers training sessions in the use of the optical disk system.

G. Other database and information services of interest to missions

41. The United Nations has supported a special dial-in service for permanent and observer missions to access the mainframe computer of the United Nations. In Geneva, dial-in services are provided by the International Computing Centre. Missions can access bibliographic databases (UNBIS), statistical information (UNSIS and COMTRADE) and other information available on mainframe computers in both New York and Geneva. However, these applications were designed many years ago and access to them is not always user-friendly. Initiatives are under way to convert applications from the older mainframe formats to newer technology. Press releases have now been moved to the Internet environment, where they are much easier to obtain. The bibliographic and statistical databases have been issued in CD-ROM format and are available at a very modest cost to be used on a personal computer. Accordingly, the Secretariat is not actively promoting mainframe services and is prepared to work with representatives from the missions to assist them in the use of newer technology to obtain data.

42. A considerable amount of information is currently available on CD-ROM and any permanent or observer mission that has a computer with a CD-ROM drive (standard on most recent models) can access a wealth of valuable United Nations data. A number of CD-ROMs and electronic products are available from the Sales and Marketing Section of the Department of Public Information, which also maintains lists of other electronic products available from various offices of the United Nations. Many CD-ROM databases and on-line information services are

currently available from the Dag Hammarskjöld Library, both at the External Collection Reference Desk and in the Woodrow Wilson Reading Room.

III. USE OF NEW TECHNOLOGIES BY PERMANENT AND OBSERVER MISSIONS: VIDEO CONFERENCING PLANS FOR THE UNITED NATIONS SYSTEM

43. A video teleconferencing capability has been in place at United Nations Headquarters since the beginning of 1996. It was first used on 26 February 1996 to support the UNDP Global Staff Forum, which was held in the Economic and Social Council Chamber. In this instance, video conferencing was provided between New York, Barbados and South Africa. Subsequently, it has been provided between New York, Geneva, Vienna, Brussels, Singapore and New Zealand. Presently, the Secretariat has one set of video conference equipment in New York, which is used, as necessary, in various locations. The United Nations Office at Geneva and in Vienna are both in the process of acquiring video conferencing equipment. The necessary steps have been taken to ensure that the equipment being purchased is compatible.

44. It is now necessary to establish a long-term strategy for the Organization, taking into account its potential usage for conferences and the concomitant reduction in funds needed for travel to conferences. In the context of the proposed programme budget for the biennium 1998-1999, the Secretariat is preparing a proposal to equip the eight major duty stations with an appropriately configured video conferencing network. Given budgetary constraints, the Secretariat will propose a gradual introduction of this technology that will allow monitoring of its use and the savings that are likely to accrue once the initial capital investment in equipment has been made.

45. It will also be useful to try to coordinate the activities in this area among United Nations specialized agencies to avoid duplication of installations and ensure the optimum utilization of the equipment in place. An ISCC task force is investigating policies related to video conferencing and an inter-agency telecommunications coordinating group is looking into the more technical aspects of this new technology.

IV. CONCLUDING REMARKS

46. The Secretariat expects that the developments that have been initiated to provide access to Member States will continue to be expanded during 1997 and into the next biennium. Requests for access to additional United Nations information can now be channelled to inter-departmental coordinating groups that deal with Internet services. A number of cooperative projects to provide Member States with electronic information have been instituted, such as that between the United Nations and UNDP. It is likely that, under the ISCC umbrella, additional initiatives will be undertaken to foster inter-agency cooperation in this area.

47. The Secretariat will continue to provide updates to permanent and observer missions on its electronic information services to Member States. The scope of

electronic information available is expected to expand significantly during 1997. In addition, with the Internet becoming an indispensable tool at very accessible rates, it can be foreseen that all missions will be equipped and connected to it by the end of 1997 at the latest. Additional modalities will be explored to provide training programmes for mission staff on how to access United Nations electronic information services. Annex I to the present report provides a description of United Nations services already available to missions and how to obtain each service, while annex II to the present report provides a timetable showing goals set by the Working Group together with the Secretariat and UNDP.

48. It is recognized that the initiatives described in the present report are still limited. The Internet tools that are likely to facilitate access by Member States to United Nations information are relatively new, and have required investments in equipment, software and staff training. Nevertheless, the United Nations has been able to offer new services to missions, essentially within an existing resource base. It will now be necessary to complete work on an information technology plan that better incorporates the needs of Member States for United Nations data in an easily accessible electronic format. The information technology plan, in turn, will need to be reflected in the proposed programme budget for the biennium 1998-1999, and appropriate resources will need to be allotted, as necessary.

Annex I

SUMMARY OF INFORMATION SERVICES PROVIDED BY THE UNITED NATIONS TO PERMANENT AND OBSERVER MISSIONS OF MEMBER STATES

Service class	Service	Requirements	To obtain service contact
General assistance	General inquiries regarding services to Member States		United Nations focal point 963-6445
Internet access	Access to United Nations Web/Gopher servers for all United Nations information	Standard telephone line/modem Access software a/	UNDP 906-5111
Internet retrieval	CyberSeek: training sessions in retrieval and downloading Internet information	Internet access	United Nations Dag Hammarskjöld Library focal point 963-8861
Electronic mail	Direct connection to United Nations internal e-mail network	Standard telephone line/modem E-mail software a/	United Nations e-mail coordinator 963-6456
Optical disk system	Connection to optical disk system for all United Nations official documents	ISDN telephone line ISDN card in PC Optical disk software a/	United Nations optical disk coordinator 963-6586 or 963-6587
Optical disk system retrieval	Training sessions in retrieval and downloading from the optical disk system	Optical disk system access	United Nations Dag Hammarskjöld Library focal point 963-7415
CD-ROM services	United Nations data in CD-ROM format	CD-ROM drive	United Nations focal point 963-6445 or office issuing CD-ROM
Mainframe services (to be discontinued)	Remote connection to United Nations mainframe computer for selected database services	Standard telephone line/modem mainframe access software a/	United Nations focal point 963-6445

a/ Provided by the United Nations.

Annex II

ACTION PLAN FOR THE 1996-1997 BIENNIUM

Phase	Period	Connectivity enhancements (supported by UNDP)	Database enhancements (United Nations projects)
1.	April to June 1996	Connection of an additional 15 missions to United Nations Internet services	Pilot project to include a limited number of United Nations documents on its Web server Additional database services to be added by substantive departments
2.	July to December 1996	Connection of an additional 50 missions to United Nations Internet services	Link to optical disk system documents from the United Nations Web server (late 1996) Additional database services to be added by substantive departments
3.	January to December 1997	Connection of all remaining missions to United Nations Internet services	Additional database services to be added by substantive departments

Annex III

LIST OF PERMANENT MISSIONS a/ CONNECTED TO THE INTERNET VIA THE UNDP DIAL-IN SERVICE

Algeria
Antigua and Barbuda
Argentina
Armenia
Bahrain
Barbados
Belarus
Belgium
Bolivia
Botswana
Brazil
Bulgaria
Canada
Cape Verde
Chile
Colombia
Costa Rica
Côte d'Ivoire
Cuba
Czech Republic
Democratic People's Republic of Korea
Denmark
Ecuador
El Salvador
Eritrea
Estonia
Fiji
France
Germany
Ghana
Guatemala
Guyana
Holy See
Hungary
India
Indonesia
Iran (Islamic Republic of)
Iraq
Italy
Jamaica
Kazakstan
Kenya
Kuwait
Kyrgyzstan
Latvia
Lebanon
Liechtenstein
Lithuania
Malaysia
Maldives
Malta
Marshall Islands
Mexico
Mongolia
Myanmar
Netherlands
New Zealand
Nicaragua
Norway
Pakistan
Panama
Paraguay
Peru
Philippines
Poland
Portugal
Qatar
Russian Federation
Samoa
San Marino
Saudi Arabia
Sierra Leone
Singapore
Slovakia
Solomon Islands
South Africa
Spain
Sri Lanka
Saint Kitts and Nevis
Saint Vincent and the Grenadines
Sweden
Syrian Arab Republic
Thailand
The former Yugoslav Republic of Macedonia
Trinidad and Tobago
Tunisia
Uganda
Ukraine
United Kingdom of Great Britain and Northern Ireland
United States of America
Uruguay
Venezuela
Viet Nam

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a/ Total 93 missions.